



Hospital: Dawadmi General Hospital

PIP title: enhancing patients and family education and using new methods in inpatient area and outpatient area

Start date:24-03-2024

End date:12-2024

Section II : Team formation and P.I.Plan :

Team that will work on the problem

(Leader) : MISS. GHADEER FALEH .

(Facilitator) MISS.HANAN ALOTAIBI

(Member) : Head Nurse of Female Medical , Head Nurse of Male Medical , Head Nurse of Female Surgical , Head Nurse of Male Medical , Head Nurse of Pediatric , Head Nurse of Obg , Head Nurse of Opd , Total Quality Management .

Objectives (what are we trying to accomplish):

By working together, its can enhance patient and family education in the hospital, leading to better health outcomes and improved patient satisfaction.

Continuous improvement:

Provide ongoing training and support to healthcare providers to ensure they are equipped to educate patients effectively on safety measures.

Roles/Responsibilities:

Nurses, doctor, quality nurses, and head nurses all play a crucial role in enhancing patient and family education in the hospital. here are some of their responsibilities in this regard:



1. Nurses:

- assess the educational needs of patients and their families.
- provide clear and accurate information about medical conditions, treatments, and procedures.
- ♦ teach patients and families how to manage their health conditions at home.
- ♦ ensure that patients understand their medications and how to take them properly.
- ♦ collaborate with other healthcare team member to develop individualized educational plans for patients.
- ♦ encourage patients and families to ask questions and address any concerns they may have.

2. Doctors:

- ♦ communicate effectively with patients and families, explaining medical information in a way that is easy to understand.
- provide information about treatment options and help patients make informed decisions about their care.
- ♦ collaborate with nurses and other healthcare providers to ensure consistent and comprehensive patient education.

3. Quality Nurses:

- ♦ monitor and evaluate the effectiveness of patient education programs.

Action Plan:

Activity	Responsible	Target Date	Resource	Outcome
1. conduct a needs assessment: <ul style="list-style-type: none"> ♦ Identify areas of patient safety concern through incident reports, patient feedback, and data analysis. ♦ Assess the current educational resources and practices related to medication administration and infection prevention. 	HEAD NURSE OF FEMALE MEDICAL, HEAD NURSE OF MALE MEDICAL,	17-05-2024	VISUAL AIDS TOOLS	<ul style="list-style-type: none"> ♦ Improve patient education within the nursing department. ♦ Ensure that educational material such as visual aids and accessible to
2. Develop educational materials:				



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<ul style="list-style-type: none"> ♦ Create clear and easy-to-understand educational materials on medication administration (e.g. proper dosages, side effects, interactions) ♦ Utilize tools such as visual aids enhance engagement and retention. <p>3. Implement training sessions:</p> <ul style="list-style-type: none"> ♦ provide training sessions for healthcare providers on best practices in medication safety and infection prevention. ♦ conduct educational sessions for patients and families on how to safely administer medications at home and prevent infections. <p>4. Promote communication and collaboration:</p> <ul style="list-style-type: none"> ♦ encourage open communication among healthcare team members to share best practices and address any safety concerns. ♦ Foster collaboration between nurses, doctor, quality nurses, and head nurses to ensure consistent patient education across all departments. 	<p>HEAD NURSE OF FEMALE SURGICAL , HEAD NURSE OF MALE MEDICAL , HEAD NURSE OF OBG , HEAD NURSE OF PEDIATRIC, Head Nurse of Opd , Total Quality Management</p>			<p>patients and families.</p> <ul style="list-style-type: none"> ♦ support nursing staff in developing their patient education skills through training and mentorship. ♦ collaborate with other healthcare team members to promote a culture of patient-centered care and education.
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Expected Outcome:

- ♦ Enhancing patient safety through education using the tool visual aid, and a comprehensive action plan that involves all healthcare team members.
- ♦ Improve patient safety by enhancing education among patients and healthcare providers.





Please fill attached form for Performance Improvement Model and Q.I. Tools that will be used.

FOCUS PDCA WORKSHEET
Performance Improvement Project

Project Title: enhancing patients and family and using new methods		Project Start Date: 24-03-2024	
Project Team Leader: Miss.GHADEER FALEH		Mobile No. 0597411364 Phone: 0116436599 (6087)	
FOCUS	Description List		
F - Find an Opportunity to Improve	<p>() High Risk () High Cost () High Volume () Problem Prone (✓) Other (<u>ENHANCING PATIENTS AND FAMILY EDUCATION</u>)</p> <p>P.I. Tools: Check Sheet <u>INCREASE PATIENT STASIFICATION SCORES . IMPROVE PATIENT UNDERSTANDING OF THEIR DIAGNOSIS AND TREATMENT PLAN.</u> <u>ENHANCE COMMUNICATION BETWEEN HEALTHCARE PROVIDER AND PATIENT OR PATIENT FAMILY TO ENSURE EFFECTIVE INFORMATION SHARING.</u></p>		
O - Organize a Team	<p>P.I. Tools: Brainstorming, Motivating, Affinity Diagram, Selection Grid <u>LEADER NURSING QAUILTY.</u> <u>HEAD NURSE OF FEMALE MEDICAL.</u> <u>HEAD NURSE OF FEMALE SURGICAL.</u> <u>HEAD NURSE OF MALE MEDICAL.</u> <u>HEAD NURSE OF MALE SURGICAL.</u> <u>HEAD NURSE OF OBG.</u> <u>HEAD NURSE OF PEDIATRIC.</u> <u>HEAD NURSE OF OPD.</u> <u>TOTAL QAUILTY MANAGEMENT.</u> <u>NURSING OFFICE.</u></p>		
C - Clarify the current process	<p>P.I. Tools: Brainstorming, Flowchart, Cause and Effect Diagram / flowchart</p> <pre> graph LR A[NONADHERNCE OF PATIENT AND FAMILY EDUCATION POLICY BY HEALTHCARE] --> B[THE PATIENT NOT RECVING A PROPER HEALTH EDUCATION] C[LACK OF PATIENT AND FAMILY EDUCATION AND NOT BEING DOCUMENTENT IN THE PATIENT MEDICAL RECORD] --> B </pre>		
U - Understand the Problems/Variations in the Process	<p>P.I. Tools: Check Sheet, Brainstorming, Run Chart, Pareto Chart, Cause and Effect Diagram <u>USING NEW MATERIAL SUCH AS VISUAL AID</u></p>		
S - Select the desired Outcome(s)			



		P.I. Tools: Motivating, Affinity Diagram, Selection Grid(decision matrix) •Enhancing patient safety through education using the tool visual aid, and a comprehensive action plan that involves all healthcare team members. •Improve patient safety by enhancing education among patients and healthcare providers.	
PDCA		Description List	
P - Plan the Project, Assign Tasks		P.I. Tools: Gantt Chart <u>IMPLEMENT A PATIENT EDUCATION BY USING THE VISUAL AID MATERIAL AND MONITOR THE DELIVERY AND EFFECTIVNESS OF EDUCATION INTERVENTIONS.</u>	
D - Do the Work that's Needed		P.I. Tools: Force Field Analysis <u>USE THE EDUCATION MATERIAL IN BOTH INPATIENT AND OUTPATIENT AREA</u>	
C - Check the Results, and Measure Changes		P.I. Tools: Check Sheet <u>MONOTOR THE PATIENT STASIFICATION AND EVULATE HEAKTHCARE PROVIDER ADHERENCE TO PATIENT AND FAMILY POLICY</u>	
A - Act to Maintain the Changes		P.I. Tools: Check Sheet, Brainstorming <u>PROVIDE THE EDUCATION MATERIAL IN OUTPATIEN AND INPATINT AREA.</u>	
		PI Process Control (Initial Date)	
(<input checked="" type="checkbox"/>) LD		PI Team Leader: Miss. GHADEER FALEH	Date: 24-03-2024
() MOI		Department/Unit Head: NUSING QAAILTY OFFICE	Date:
		Miss.GHADEER FALEH	
() MR		Division Head:	Date:
() DT			
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Section III. Corrective strategies and progress

Corrective & improvement strategies: (Please list all improvement strategies / How will these strategies be measured/ When will all strategies be fully implemented and by whom /How will the effectiveness of these strategies be monitored)

Goal: Improve patient and family education in both inpatient and outpatient area leading to better patient outcomes, increased satisfaction, and enhanced overall care experience.

Strategies	Expected results (outcome)	Resources requirements	Who's responsible	Target Date(s)	How to evaluate	Progress		
						NO,S	S	C
♦Implement the planned strategies and interventions according to the established timeline. This could involve updating educational materials, providing staff training on effective communication techniques, or piloting new educational programs with	♦ Monitor the implementation of the improvement project closely to ensure that the planned interventions are being carried out as intended. This could involve tracking key performance indicators related to patient and family education,	♦Educational material such as visual aid	♦ Head Nurse of Female Medical, Head Nurse of Male Medical, Head Nurse of Female Surgical, Head Nurse of Male Medical, Head Nurse of Pediatric, Head Nurse of Obg, Head Nurse of Opd, Total Quality Management.	17-05-2024	By collecting and monitoring patient feedback and healthcare provider care and the score for patient staitisification.			





<p>a small group of patients and families.</p> <p>♦Communicate changes to staff and patients to ensure buy-in and engagement throughout the implementation process.</p>	<p>collecting feedback from patients and families, and conducting regular evaluations of educational programs.</p> <p>Based on the evaluation results, make any necessary adjustments to the implemented strategies. This could involve refining educational materials based on patient feedback, providing additional training to staff on specific communication techniques, or</p>						
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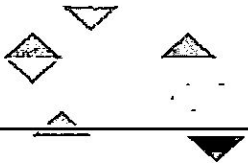


	expanding successful educational programs to reach a larger audience. ♦Document the outcomes of the improvement project, including successes, challenges, and lessons learned. Share these findings with relevant stakeholders to inform future initiatives and sustain improvements in patient and family education.						
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Evaluation and progress:





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Section I: Request to start a Performance Improvement Project (PIP)

Directions : If you are interested in starting a PIP, please send the completed form to Quality Improvement committee

Introduction: By focusing on enhancing patient and family education in the inpatient and outpatient area it will lead to empower patient and the family to make positive changes in their life style choices for improve health and well-being and improve patient satisfactions and experience

Problem Statement (briefly describe the current problem or opportunity for improvement):

The opportunity for our improvement project are:

- 1- increase patient and family understanding by providing clear and concise information about the patient condition and the patient treatment plan.
- 2- empower the patient and family to participate in the care and educated the patient and family on how to effectively engage in decision- making and care planning.
- 3- provide tools and resources for the patient to manage their health effectively

How does the problem impact any of the following areas?

A) The quality of the service:

- ♦ By enhancing patient and family education in outpatient and inpatient area will promote healthy life style choices, increase patient awareness and understanding of the healthy life style choices, provide education materials and resources on the benefits of a healthy life style including nutrition, exercise, stress management, and sleep and hygiene, empower the patient and the family to make informed decisions about their health.





B) Customer satisfaction:

♦ By setting clear goals and objectives focus on enhancing patient and family education, the dawadmi general hospital can create a more patient centered approach that's improves outcomes and increase customer satisfaction and overall experience for patient and their families.

C) Working environment:

♦ Fostering a culture of safety by enhancing and family education will play a key role in promoting safety by ensuring that patient and family understand the important of safety measures such as: medication instruction and how to prevent infections or complications this can help reduce medical error and adverse events.

D) Cost effectiveness:

♦ Overall enhancing patient and family education is essential for improving patient outcomes, promoting patient-centered care, and empowering patients and families to actively participate in their healthcare journey. Which will lead to decreased the patient length of stay and the health care cost.

E) Other:

♦ promote a culture of education: encourage a culture of education within the inpatient area by emphasizing the importance of patient and family education to improve outcomes and enhance the overall patient experience. Celebrate successes And achievements in patient education to motivate staff and promote continued improvement.

❖ Enhancing patient and family education serves several important purposes, including:

- empowering patients and families: providing education about the patient's condition, treatment plan, and self-care strategies empowers patients and families to actively participate in their own care. This can lead to better health outcomes and improved quality of life.
- Improving patient outcomes: when patients and families have a better understanding of the patient's condition and treatment, they are more likely to adhere to treatment plans, manage symptoms effectively, and prevent complications. This can ultimately lead to improved health outcomes and reduced hospital readmissions.





Date submitted:19-03-2024

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♦ **Approved by:**
Name: MISS.Ghadeer Faleh
Job title: Head of Nursing Quality

Signature:
Date:19-03-2024

♦ **Approved by:**
Name: MR. HASSAN ABDULLAH SAAD ALRUWAIS
Job title: ASSISTANCE OF HOSPITAL DIRECTOR FOR NURSING SERVICE

Signature:
Date:19-03-2024

♦ **Approved by:**
Name: MR. Abdullah Albattal
Job title: ASSISTANT HOSPITAL DIRECTOR FOR TQM

Signature:
Date: 19-03-2024

♦ **Approved by:**
Name: Mr. Marzouk Abdullah Al Otaibi
Job title: Hospital Director

Signature:
Date: 19-03-2024

